IN THE CLAIMS:

1. (Currently Amended) A method for implementing class of service among a plurality of clients sending requests seeking access to sites hosted on a plurality of back-end servers, comprising the steps of:

grouping at least one of said plurality of back-end servers into a respective one of a plurality of service classes based upon an adaptive policy engine;

receiving a client request for host access at a front end processor;

selecting a class of service from said plurality of service classes according to at least one selected parameter of said request; and

distributing said request to a back-end server in said selected class of service according to the load of each of said at least one of said back-end servers in the selected service class, said load dynamically reconfiguring said adaptive policy engine.

2. (Original) The method of claim 1 in which said selected parameters of the request are selected from a group consisting of: user authentication, virtual site level class of service and client level class of service;

wherein a user authentication identifies a subscribed class for an authenticated user;

a virtual site level class of service is determined by host name and selected protocol; and

a client level class of service is determined as a function of the request/transaction, service/protocol, authenticated user, URL, destination port, domain of origin, source IP, destination IP, and application requested.

3. (Original) The method of claim 1 in which said step of distributing the request according to the load further includes a load balancing algorithm selected from the group consisting of: weighted percentage; round robin; CPU availability; least connections; and probabilistic.

4. – 11. (Cancelled)